

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, April 25, 2014
10:00 AM - 2:00 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Ron Bitterli
Valerie Burns
Charles Drake
Jennifer Gilbertson
Karl Heckart, Chair
Laura Johnston
Randy Kennedy
Cary Meister
Jared Nishimoto
Eloise Price
Kyle Rimel
James Towner
Thomas Watson

GUESTS

Paul Coulomb, *Gila Superior Court*
Nick Felber, *Yuma Superior Court*
David Garretson, *Glendale Muni Court*

MEMBERS ABSENT

Mohyeddin Abdulaziz
Co Horgan

AOC STAFF

Stewart Bruner, *ITD*
Eric Ciminski, *ITD*
JT Hilton, *ITD*
Tina Knezovich, *ITD*
Lou Ponesse, *ITD*
Steele Price, *ITD*
Jethro Sheridan, *ITD*
Jason Shumberger, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He conducted a roll call of members in the room and on the phone, confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the February 7th, 2014 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the February 7, 2014 TAC meeting as written. The motion passed unanimously.

UPDATE

PC REFRESH UPDATE/IMPLICATIONS/TIMELINE

Karl Heckart & TRP team

Lou Ponesse, AOC Support Center Manager, reported on the progress of infrastructure changes required to support the Windows 8.1 and Microsoft System Center environment that will enable PCs to, in turn, support the new software subscription model and remain in the field for 8 years. Karl added the challenge of harnessing the power of the new software, like SharePoint, to innovate and collaborate rather than sustaining “business as usual.” Lou went on to detail software that will be delivered on each new PC, including Windows 8.1 Update 1, the full Office Suite, and Mozilla Firefox as an alternate browser. Not all features of all products will be active at the rollout, but a roadmap is being produced to arrive at full functionality. Lou showed the new desktop and recounted the experience of pilot users at AOC. Members were concerned about how the AOC will decide to release future updates and how training for updates will be made available. Karl promised a communication describing changes in each update, as a minimum, and hoped a SharePoint intranet site would eventually solve the problem. Rapid vendor release cycles also force dependence on more automated testing at AOC and local courts.

Karl described the management implications of Microsoft’s new license model including the cloud components. A third-party tool will be used to quickly migrate settings specific to each user profile to the new PC. Members discussed various local applications that will and will not be part of the base software image or installed from an update manager. Karl stated that the standard software listing is being updated and a formal request process is being put in place for new items. Members requested input into the authorized list since TAC maintains the architecture standards table.

Discussion changed to collaboration within the cloud, including court/county and court/court starting with the Lync Communication Server and non-court PCs residing on AJIN. Office Communicator cannot co-exist with Lync, so alternatives for courts are being examined, based on the magnitude of usage. Profile pictures will be badge photos by default, but a policy needs to govern self-management of pictures. Karl is pushing to include all Juvenile PCs on AJIN, but Adult PCs remain an issue. A set of minimum requirements with costs to attach to AJIN has been communicated to Probation Chiefs and County CIOs. Questions were raised about running AJACS on non-AJIN machines above Version 3.9. Karl was uncertain whether lack of AJACS access for justice partners is a technology problem or a policy issue. More detail is needed about the specific information desired. Kyle Rimel pointed out that courts currently have various

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specialized servers attached to AJIN. Karl emphasized that, to prevent an infection to all AJIN users, connected devices must meet the minimum security requirements regardless of function and that AOC needs enough access to verify that the minimums are being met.

Rural county rollouts will begin in July, but the order of counties is affected by the state of local dependent projects and other statewide applications' timelines for adoption.

DISCUSS

KEY TOPICS FOR COT PRESENTATION JUNE 6

Karl Heckart /
Roundtable

Karl facilitated a brainstorming session about critical technology-related items and local concerns to bring to the attention of COT members via the TAC report at the June 6 annual meeting. Items listed included the following:

- The increasing pace of software change versus local resistance to change and business processes that are hard-coded for the old solutions.
- Effort spent on adoption of the LJ EDMS versus the timetable for LJ CMS and e-Filing.
- Workflow confusion and promises not being met with CMS workflow.
- Destruction of paper and implementation of the ERR&D committee's recommendations by December 13, 2015.
- Recent demands from judges for caseflow processing reports versus the lack of structure and detail in the underlying data on which statistical reports are based. The solution requires two distinct stages taking far longer than currently budgeted.
- Continued staffing issues, especially the mismatches between the technical skillsets courts need and those they have when training budgets are meager. No "creative" solution short of spending more money proves to be workable.
- Adding a technology awareness component to new judge orientation and training for existing judges; they need to understand the implications of what they do in an all-digital environment.
- The coming video wildfire and implications for AJIN network bandwidth and architecture.
- The mixed results of remote court interpreter projects and whether local courts should be allowed to implement less expensive solutions independent from the AOC's selection.

UPDATE

STATEWIDE ONBASE ADMINISTRATORS UPDATE

Stewart Bruner
Jethro Sheridan

Staff member Stewart Bruner provided some facts and figures about the progress with populating the central document repository (CDR) using the document transfer module (DTM) for day-forward and historical documents. He reminded members that July 1 is the target date for completion of the OnBase 13 SP2 upgrades to enable Windows 8.1/IE11 PCs to connect to OnBase when the new ACAP PCs arrive in courts. Stewart explained that the query logic for documents will only return items for which both sealed and restricted values equal "N." He described the impact of persistent null values for those security levels and for docstorageIDs in the OnBase CDR. Jethro Sheridan from AOC Infrastructure Operations will send a script to administrators of OnBase systems connected to AJACS that will expose the missing values so that appropriate action can be taken before the eAccess project implements.

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UPDATE

KEY PROJECT UPDATES

Karl Heckart

Karl provided current details about several statewide initiatives of note:

- e-Filing with eUniversa and AJACS 3.9 (patched for civil filing) is on schedule for testing in the Fall and implementation in the first superior court late this year or early next year. Karl briefly discussed the potential transition of Pima and Maricopa processing to the multi-vendor model as early as next summer.
- eAccess is being tested with Maricopa and Pima data. The implementation is on track for July/August, dependent on what testing uncovers and whether the patched version of AJACS 3.9 is yet installed.
- A recent demonstration of the eBench product for judges at Pima Superior went well and generated enthusiasm.
- AJACS 3.9 has been implemented in all superior courts. AJACS 3.11 for LJ courts is currently in testing with one final service release scheduled before adoption. Mesa is likely to go live in September. Karl shared recent management changes at AmCad.
- Pima will implement the statewide version of JOLTSaz in the September timeframe. The rural counties' 18-month rollout will be starting with Yuma Superior Court likely in December or January. AZYAS, a youth assessment tool licensed from University of Cincinnati, is now being rewritten by its supporting vendor.
- The AOC will decommission its BlackBerry Enterprise Server on September 1. A preliminary announcement has been distributed to clerks and court administrators with a link to the BYOD policy. All current ActiveSync users will be shut off on September 1, as well, unless they have executed a BYOD agreement.
- Implementation of the ERR&D committee's recommendations for automated removal of data at the end of retention in case management systems will likely be accomplished via soft deletes, at least initially.
- Security awareness training becomes a mandatory component of COJET beginning in 2015. Fresh content needs to be developed each year. Staff member Stewart Bruner favors training about securing home modems for next year.

ANNOUNCE

ARIZONA DIGITAL GOVERNMENT SUMMIT

Stewart Bruner

Stewart reminded members about the annual showcase for government technologists being held in Phoenix May 28 and 29. Registration is free again this year and the conference is accredited for 6.75 COJET hours. Jason will place a link to the information/ registration webpage on the TAC meeting page for use by members.

UPDATE

LOCAL PRIORITIES/AUTOMATION ISSUES

Various

Members raised frustrations or issues with the following:

- Bandwidth requirements for remote interpreting and increased video services in courts.
- The cost of getting local servers and Probation Dept. PCs to comply with the increased security standards on AJIN, including ongoing subscriptions.
- Why courts don't band together to obtain better pricing and maintenance percentages from common vendors, e.g. INFAX displays.

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CALL TO THE PUBLIC

Karl Heckart

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 1:50 p.m.

Upcoming Meetings:

June 6, 2014 (COT annual mtg)

AOC – Conference Room 230

August 1, 2014

AOC – Conference Room 230

MEETING ADJOURNED

1:50 PM